

STATE OF MARYLAND JUDICIARY
Procurement and Contract Administration
REQUEST FOR PROPOSALS (RFP)
ADR Program Management Workshop Series

This procurement is being conducted as a Small Procurement as described in the Judiciary Procurement Policy, not to exceed \$25,000.00.

1. Purpose

The Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO) is seeking proposals from contractors to provide training for Alternative Dispute Resolution (ADR) Program Managers and their staff about three separate topics: 1) Working with Difficult Personalities and Personality Disorders, 2) Neuroscience, and 3) Leadership Communication Skills. Each workshop will be 3 hours long.

2. Scope of Work

The Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO) is planning to host a series of 3-hour workshops around the state in FY 2014 designed for people who administer ADR programs in communities, government agencies, schools and colleges, courts, corporations, and more. MACRO is looking for lively, creative presentations that will stimulate and enlighten ADR program managers and staff, resulting in higher quality service to clients of ADR programs in Maryland.

MACRO seeks training that will 1) educate program management staff about how to deal with clients who may be difficult to work with or possess personality disorders; 2) highlight developments in neuroscience with particular application to mediation and the administration of ADR programs; and/or 3) demonstrate how to develop effective communication patterns and make informed language and delivery choices that facilitate leading staff, influencing decision-makers, and managing situations. Vendors may submit proposals for more than one of the requested topics if they have expertise in more than one area.

The following activities are required to develop and deliver the requested training project:

- A. Develop and present a detailed work plan with phases, tasks, and activities that are necessary to achieve the training project goals.
- B. Develop a training workshop of value to ADR program managers
- C. Develop all training materials, including those used by the trainer and workshop participants
- D. Submit detailed learning objectives, workshop outline, and draft course materials for review by the Committee or its designee
- E. Participate in any course material review meeting(s) as determined necessary by the Committee or its designee

- F. Submit final learning objectives and a final workshop outline for review by the Committee or its designee
- G. Deliver the training workshop(s) as agreed upon.

Proposal Contents and Format

Vendor should provide the following information, and it should be organized into the following major sections:

1. **Vendor Qualifications.** This section requires a response from the Primary Vendor as well as any additional Vendors who partner with the Primary Vendor. The Primary Vendor should give a brief background and history of its company or the individual Vendor, including the following:

- a. Brief statement of the company's core mission, vision, and values
- b. Brief description of the company's business, including the services typically provided, customer base, and professional philosophy and approach to serving clients, plus any specific knowledge and experience related to the goals of the project
- c. Description of experience delivering instruction about the proposed topic(s)
- d. Description of experience, if any, with the field of alternative dispute resolution (Experience in the field is not required.)
- e. Resume of each project team member, including each person's role and responsibilities in the project, familiarity with the topic, and experience planning and facilitating workshops

2. **Description of the Proposed Methodology and Workshop Plan:** Provide a description of the overall approach and process to be used in carrying out the workshop. Please indicate the format of the session, e.g., skills-based workshop, facilitated workshop, interactive panel discussion, or other. Provide a proposed outline and agenda for the workshop that includes:

- a. A description of the overall desired outcomes (learning objectives),
- b. Description of each segment of the program
- c. Techniques and training style to be used during each segment to achieve the desired outcomes,
- d. Sample materials illustrating the use of exercises, discussions, etc., during the program.

3 **References:** Provide documentation of past performance, including a list of projects with similar requirements. For each reference, provide a contact person,

address, telephone number, email, and a brief description of the project. A minimum of three (3) references must be provided.

3. Contract Type

The resulting Contract (Purchase Order) shall be based on Fixed Price.

4. Procurement Officer

The sole point-of-contact for purposes of this RFP prior to the award of any Contract shall be the Procurement Officer at the address listed below.

Karen Hoang, Procurement Officer
Telephone: 410-260-11582
Email: karen.hoang@mdcourts.gov

5. Form of Response

Proposals must be in writing. Two volumes must be separately prepared and submitted.

5a. Volume I – Technical Proposal: a written response to the Scope of Work that demonstrates that the Offeror meets the minimum qualifications of the RFP outlined in Section 2 and demonstrates the Offeror skills and experience in providing the required services. The Technical proposal must also include a Work Plan for the proposed services.

5b. Volume II – Price Proposal: must include the fully loaded fixed price for the services proposed using Attachment A (Price Proposal Form).

8. Proposal Closing Date

All proposals must be received via email to the Procurement Office to Karen Hoang the email address listed in Section 4, no later than 2:00 PM (local time) on October 21, 2013 in order to be considered.

9. Award Determination

The Contracts resulting from this RFP will be awarded to the Offeror whose proposal is determined to be the most advantageous to the State, based on the evaluated spectrum of services proposed and price.

Evaluation Criteria in descending order of importance:

- Offeror Experience and Qualifications
- Offeror Work Plan for this engagement
- Price

Attachment A – Price Proposal Form

ADR Program Management Workshop Series

Respondent shall list all costs associated with the performance of this solicitation on a separate sheet.

Preparation

Difficult Personalities and Personality Disorders \$_____ x hours = \$_____

Neuroscience \$_____ x hours = \$_____

Language Communication leadership skills. \$_____ x hours = \$_____

Work shops

Trainer Fees /hour training x locations \$_____ x hours = \$_____

Travel/ hours (round trip) x locations \$_____ x hours = \$_____

Grand Total = \$_____

*Fully loaded fixed price that includes all direct and indirect costs and profit for the Contractor to perform. Indirect costs shall include all costs that would normally be considered general and administrative costs and/or travel costs, or which in any way are allocated by the Contractor against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to the Contract.

Submitted by Authorized Signature:
Date:
Print Name and Title:
Company Name:
Company Address:
Telephone:
Federal Tax Identification #: